



**US Army Corps
of Engineers®**

St. Lucie Visitor Center
2170 SW Canal St.
Stuart, FL 34997
(561) 219 – 4575 Tele
(561) 219 – 9162 FAX

St. Lucie Visitor Center Host

Volunteer Description

St. Lucie Visitor Center Host

INTRODUCTION

The U.S. Army Corps of Engineers, Jacksonville District, South Florida Operations Office, would like to welcome you to the Corps Volunteer Program. As a volunteer, you will be performing the duties/responsibilities (listed below) of a Visitor Center Host at the St. Lucie Visitor Center under the guidance of a Volunteer Supervisor. The Corps of Engineers greatly appreciates your volunteer efforts in greeting and providing information to our visitors. Thank you for choosing to volunteer with the Corps of Engineers. Any questions, comments, and/or concerns can be directed towards the Volunteer Coordinator at (941) 694 - 2582.

QUALIFICATIONS

Anyone may apply to volunteer as a Visitor Center Host with the Corps of Engineers by completing the attached volunteer application. The Visitor Center Host requires tact, courtesy and the ability to work with the general public. The position is established so that the U.S. Army Corps of Engineers may better serve the public within Corps recreation areas.

DUTIES/RESPONSIBILITIES

Greet visitors and answer the telephone at the front desk within the visitor center. Please answer the telephone in this manner: St. Lucie Visitor Center, Volunteer (your name), how may I help you? Record all telephone messages on Memorandum of Call Forms (SF 63) and deliver to individuals as soon as possible.

Be familiar with U.S. Army Corps of Engineer (USACE) rules and regulations (EP 1165-2-316), the St. Lucie Recreation Area, the St. Lucie Lock and Dam, and the National Recreation Reservation Service (NRRS).

Provide visitors with information concerning Corps of Engineer recreation areas. Answer information requests to the best of your knowledge. When in doubt refer the visitor to the ranger staff.

Monitor restrooms for cleanliness and report any deficiencies to the ranger staff.

Report safety hazards and/or maintenance concerns to the ranger staff. Examples: report a stopped up commode, lack of supplies, broken night light, water leaks, missing or damaged signs.

Report any compliance problems, vandalism, speeding, and similar disturbances to the ranger staff or local law enforcement officer.

Assist in emergency situations such as electrical black outs, weather alerts, life threatening emergencies, etc.

Report all personal injury accidents and/or incidents to the volunteer coordinator/supervisor or ranger staff.

DUTIES/RESPONSIBILITIES (continued)

Wear the Volunteer Shirt and/or Volunteer Hat while volunteering with the USACE to identify yourself as a U.S. Corps of Engineers representative.

A little common sense goes a long way, so treat other's, as you would like to be treated.

Minor Maintenance: litter pick-up, debris removal, and general repair of recreation equipment
Sweep and maintain visitor center walkways and keep them free of hazards and debris. Weed the landscape beds surrounding the visitor center, etc.

Volunteer campsites will be maintained in a neat and respectable manner.

All recreation areas will be evacuated during a hurricane. All volunteer items should be mobile and ready to move in case of a hurricane.

Volunteer hours need to be recorded on the Volunteer Service Record (ENG Form 4882-R) and submitted to the Volunteer Coordinator by the end of each month.

All incidental expenses should be recorded on the Claim for Reimbursement for Expenditures on Official Business (SF 1164) and submitted to the Volunteer Coordinator for authorization by the end of each month with your Volunteer Service Record.

Be familiar with water safety program and lock tour materials.

Provide water safety presentations and/or lock tours when requested by visitors or rangers.

Refer all visitors to the Campground Gate Attendants to purchase Golden Age/Access Passports, Annual Passes, and Pavilion Reservations.

All government equipment/property shall be used for official government business only! Government equipment/property should never be used for personal gain.

Monitor the brochure rack for adequate amounts of brochures and tidiness. Restock the brochure rack when necessary and report low amounts of brochures and/or supplies to the volunteer supervisor.

After arriving at the visitor center, please display the United States of America and US Army Corps of Engineers flags on the flagpole located outside the visitor center. Upon leaving the visitor center please remove the flag and place within the visitor center.

The Volunteer Coordinator/Supervisor may request additional duties to be performed in addition to the above listed duties/responsibilities at any time, for example: general maintenance items, limited physical labor, assisting within campground, other rangers, lock tenders, etc.

RULES/REGULATIONS

All regulations contained within Title 36 will be enforced by the ranger staff. State and local laws will be enforced by the local law enforcement agencies.

Day Use Fees

- Boat Launch \$2.00 per vehicle
- Annual Pass \$25.00, purchase at Campground
\$5.00 duplicate pass is available
- Golden Age Passports Individual must be 62 years or older
Cost \$10.00, purchase at Campground
- Golden Access Passports No charge with proof of disability
- Golden Passports provide 50% discount of recreation fees to the cardholder
- Pavilion Reservations \$35.00 for Southside Pavilion, \$25.00 for Northside Pavilion

Please do not engage in any physical or verbal confrontations with the public.

SUPERVISORY CONTROLS

There is no doubt that you will encounter rangers on a daily basis. These rangers may answer general questions that you may have concerning the recreation areas, rules and regulations, and the general area. Specific questions, comments, and/or concerns about volunteer duties/responsibilities to be performed should be directed to the volunteer supervisor. The volunteer program is overseen by the Volunteer Coordinator and the Supervisory Park Ranger.

WORKING CONDITIONS

Visitor Center Hosts may be required to operate the visitor center 4 to 7 days a week from 9:30 A.M. – 3:30 P.M. The Corps of Engineers will provide a campsite with water, electric hook-ups, and access to a dump station at no charge to the volunteer. Volunteers will furnish their own transportation and camping equipment. The volunteer campsite will be identified as volunteer for the benefit of the public. All members of a Volunteer's immediate family are welcome to accompany him or her while working under the volunteer agreement. A Visitor Center Host may work from one to twelve months.

EMERGENCY INFORMATION

For all life-threatening emergencies please dial 9-1-1 to contact the local law enforcement agency, fire department, and ambulance.

After contacting 9-1-1, please contact the ranger staff concerning the accident/incident.

The following information should only be used in an emergency and should not be provided to visitors.

Schedules: Brian Older		Office Phone Number (561) 219-4575
	Tues-Wed	OFF
	Thur	7:00 A.M. - 3:30 P.M.
	Fri-Sun	12:30 P.M. - 9:00 P.M.
	Mon	7:00 A.M. - 3:30 P.M.

U.S. Army Corps of Engineers, Jacksonville District

St. Lucie Visitor Center	W.P. Franklin Visitor Center	South Florida Operations Office
2170 SW Canal St.	1660 South Franklin Lock Road	525 Ridgelawn Road
Stuart, FL 34997	Alva, FL 33920	Clewiston, FL 33440
(561) 219 – 4575 Tele	(941) 694 – 2582 Tele	(863) 983 – 8101 Tele
(561) 219 – 9162 Fax	(941) 694 – 2204 Fax	(863) 983 – 8579 Fax

Ortona Campground	(863) 675 - 8400
Ortona Lock	(863) 675 - 0616
St. Lucie Campground	(561) 287 - 1382
St. Lucie Visitor Center	(561) 219 - 4575
St. Lucie Lock	(561) 287 - 2665
W.P. Franklin Campground	(941) 694 - 8770
W.P. Franklin Lock	(941) 694 - 5451

Florida Fish and Wildlife	
Conservation Commission	1-800-342-5367
Florida Highway Patrol	1-800-701-3212, * FHP
Poison Information Center	1-800-282-3171
U.S. Coast Guard	1-800-368-5647
Hazardous Material Spills	1-800-424-8802
Sheriff – Martin County	(561) 220 - 7000